

Cultivating Community

Citizens Cultivating Community supports the Town of Herndon's mission in its residential areas — "Enriching the Quality of Life and Promoting a Sense of Community." As the beauty of a garden reflects the work of the gardener, the appearance and health of a community reflect the collective effort of its residents to maintain it. By taking pride in your home and neighborhood, you can set an example for everyone in the community and influence your neighbors to engage in similar efforts.

There are several ways in which you can join in cultivating your community:

Enrich the quality of life in your neighborhood by following community standards such as those outlined in this brochure.

- * Meet new neighbors and give them a helping hand.
- * Get involved with civic matters of importance to you.

Giving your energy to issues that affect the quality of life in your community increases more than the value of your property; it increases your enjoyment of your neighborhood and your home.



What You Can Do OUTSIDE Your Home

- * Maintain your exterior property areas free from trash or accumulated debris.
- * Routinely mow your lawn, trim your shrubs and prevent weeds.
- * Park on your paved driveway or a public street (parking on lawns is not permitted).
- * Store inoperable and unregistered vehicles in enclosed structures or behind fences.
- * Follow the Town of Herndon's rules for proper trash collection and recycling.
- * Be respectful of your neighbors by keeping the noise down.
- * Report acts of vandalism and graffiti to the Herndon Police Department right away.
- * Perform any vehicle repair inside garages or enclosed buildings, rather than on driveways and public streets.
- * Check with the Department of Community Development before posting signs. Signs are not permitted to be posted on the public right-of-way.
- * Clean up after your pets in your yard and during walks. Do not allow dogs to run loose throughout the neighborhood.
- * Help pick up litter as soon as it appears. Picking up litter prevents more litter from appearing.
- * Repair or replace falling gutters, cracked windows and peeling paint.

By following these simple guidelines, you can take part in creating a wonderful neighborhood where you and your family can live. You may also enjoy the opportunity to meet your neighbors and take part in developing good relationships in your community.

- * Trim trees, shrubs and other plantings away from sidewalks and curbs for pedestrian and vehicular safety.
- * Check with the Department of Community Development before parking a commercial vehicle in front of your house. Many types of commercial vehicles are not permitted.

What You Can Do INSIDE Your Home

- * If you are operating a home-based business, please ensure that it is properly licensed and that a Zoning Inspection Permit has been provided. Babysitting and child care services in your home are considered home-based businesses.
- * To determine occupancy limits for a particular home, please check with the Department of Community Development before buying or renting a home.
- * Use properly installed and functioning smoke detectors. It is recommended that the batteries be changed every six months.
- * In addition to the entry door, ensure that each sleeping room has a clear, unobstructed means of escape to the outside.
- * Interior remodeling, alterations and room conversions require building permits before any work is started. It can be very costly to remove work that was constructed improperly or otherwise does not meet code requirements.

- * The installation of an additional kitchen within a single-family dwelling is not permitted.
- * Become familiar with and follow the standards of your homeowners' association, if applicable.

Contact the Town if you:

- **Have any questions about this brochure.**
- **Think you need a permit.**
- **Need to report a possible violation of Town regulations.**

**Herndon Municipal Center
777 Lynn Street
Herndon, VA 20170**

**Open 8:00 am to 5:00 pm
Monday — Friday**

**703-435-6800 — Tel.
703-787-7325 — Fax**

Filing a Complaint With the Town

Neighbors working together to resolve neighborhood concerns is ideal, but not always possible. If the situation involves a code violation and cannot be resolved through cooperation between neighbors, the various departments of the Town referenced in this brochure may be able to assist in a successful resolution.

Providing as much information as possible will assist inspectors in focusing investigations:

1. Please provide your name, telephone number and address when reporting a violation. This is particularly important if the need arises for additional information and allows the Town staff to contact you regarding the status of the investigation. The Town of Herndon maintains confidentiality of the complainant's identity, within the laws mandated by the Commonwealth of Virginia.
2. Please provide the address of the location of the violation to include street number, street name, and specific location on the property. (For example: "Trash in the front yard of 123 Anywhere Street".)
3. Please provide as complete and detailed description of the violation as you can. This information will assist Town staff in conducting a thorough investigation and arriving at any needed enforcement action.

Complaints regarding possible ordinance violations may be reported by telephone or in person.

Who to Contact

Community Development 703-787-7380

To request information or report possible violations related to excessive occupancy, inoperable vehicles, parking on unpaved surfaces, commercial vehicles, fencing, home-based businesses, and signs.

Herndon Police 703-435-6846 (911—Emergency)

To report noise complaints, on-street parking violations, graffiti, theft, domestic violence, public intoxication, and any immediate health and safety concerns.

Department of Public Works 703-435-6853

For information about trash collection and recycling, street repair and maintenance, park maintenance concerns, and utilities.

Building Official's Office 703-435-6850

This office receives applications, conducts inspections and issues building permits. Additionally, you may report concerns related to exterior and interior property maintenance, tall grass, trash and debris accumulation, accessory structures, and decks.

Neighborhood Resources 703-435-6829

This office is responsible for community outreach programs, mediation services, Spanish translation, and homeowners' association assistance. Se habla español.

Town Manager 703-787-7368

Town of Herndon
P.O. Box 427
Herndon, Virginia 20172-0427

Cultivating Community

Town of Herndon

**Guidelines for maintaining the
appearance and harmony of
your neighborhood.**

